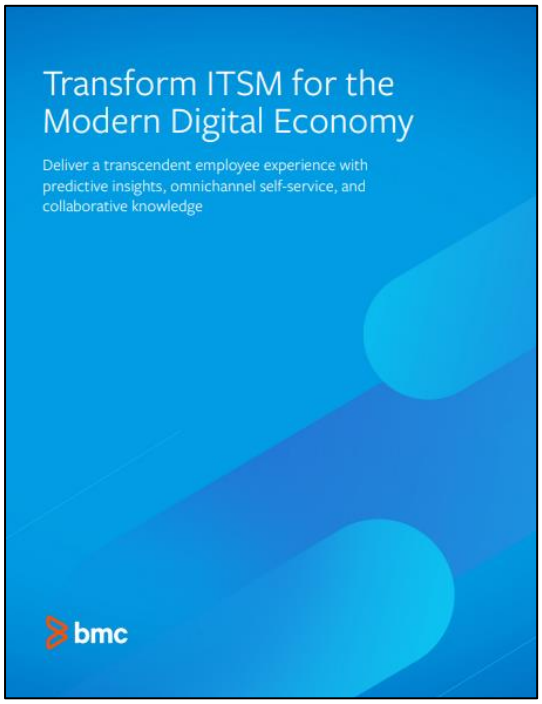
Transform ITSM for the Modern Digital Economy



Enable better decisions, faster problem-solving, and more autonomy.

Employees and service desk agents do their best work when they have the tools and data they need, when they need them—and effective ways to put them to use. This white paper explores the fundamentals of modern ITSM for the digital age, and lays out your path to become an autonomous digital enterprise. Topics include:

- Helping users become more productive and less reliant on IT
- Applying DevOps principles to IT support functions
- Modernizing services with cognitive technology, omnichannel experiences, and more